



### Building the Next Generation Utilities Enterprise

The Utilities industry comprises of both private sector and public sector organizations in the business of producing and distributing power, water and gas. These companies have a critical need for systems that can handle customer billing, device management, meter reading and customer care. UST has had extensive experience helping them with ERP implementation, Utilities billing, consulting and support, specially SAP based services and solutions.

### Business Challenges Utilities

Here are some of the challenges faced by today's Utilities:

- Lot more competition in the industry
- The Utilities industry is highly regulated
- Operational efficiency is lacking
- Billing system is inaccurate or difficult to maintain
- Customer care and satisfaction is low
- Difficult to maintain disruptions and outages

### UST Utilities Solutions and Services

UST has the solutions and services in place to help Utilities organizations realize their business goals:

- Achieve operational efficiencies
- Manage core business operations
- Implement enterprise wide solutions for ERP and Utilities Billing/Customer Care
- Adopt system to manage disruptions and outages
- Improve customer care and boost customer satisfaction
- Improve regulatory compliance
- Maximize return on IT investment
- Implement SAP Business Intelligence and Performance Management Tools

### SAP Solutions for Utilities

As a SAP Channel and Service Partner, UST specializes in providing SAP based solution for Utilities. Some of the major SAP solutions are listed below:

#### *SAP ERP Solution (Enterprise Resource Planning)*

- Finance/Controlling
- HR/Payroll
- Purchasing/Logistics

#### *SAP IS-Utilities/CCS*

- Utilities Billing
- Device Management

- Student Finance
- Student Portals

### *SAP Business Intelligence Solution*

- Business Objects

### [UST\\*Utilities\\*Enterprise](#)

UST has developed an integrated, pre-configured ERP solution for Utilities organizations, based on SAP ERP (All In One), IS-Utilities, CRM and Business Intelligence solutions. Based on UST's experience working with Utilities, it has anticipated their business needs and come up with a pre-packaged solution which can be deployed rapidly and cost -effectively. The implementation time is much faster than traditional ERP implementations and it is all designed to deliver the best value to the customer.

### Customers

Some of our Utilities customers where we have provided our services or solutions are listed below. UST does have several Utilities customers which are not on SAP, but running on other technology platforms. While UST provides consulting and support on non-SAP platforms also, still when it comes to recommending new ERP/technology platform/ Enterprise Solutions, SAP is our undisputed choice and that is what we recommend. We have marked the SAP based customers with asterisk (\*).

- South Florida Water Management District\*
- Washington Suburban Sanitary Commission\*
- Metropolitan Water Reclamation District\*
- Fairfax Water\*
- DTE Energy\*
- Detroit Water and Sewerage Department
- Washington Suburban Sanitary Commission\*
- Jusco - Jamshedpur Utility Supply Company\*
- Oklahoma Electric and Gas\*